



## Information Technology Outsourcing Tiger Team



### Group Description

The Information Technology Outsourcing Tiger Team leads this important project which will result in a global technology provider becoming the County's business partner for information technology and telecommunications systems and services. Advances in these fields offer enormous potential to streamline government processes, expedite the delivery of government services, and improve the overall level of customer satisfaction. The Tiger Team coordinates the work of specialized external consultants and representatives of information technology units from each of the County's business groups. The Tiger Team reports to the Information Technology Management Committee, the Board Subcommittee for Information Technology, and the Chief Administrative Officer.

### Mission Statement

Working to ensure the timely implementation of the outsourcing of the majority of the County's information technology services, in order to provide improved service to the County's customers.

### 1998–1999 Accomplishments

This group was not budgeted in Fiscal Year 1998–1999, although its work began during this period. Tiger Team positions were loaned from other County departments.

- Completed an Assessment of Information Technology and Telecommunications Systems (The Warner Group).
- Completed a Request for Statements of Qualifications, which resulted in eight firms qualifying to compete in the IT Outsourcing.
- Developed an IT Employee Transition Plan that was adopted by the Board of Supervisors.
- Developed and issued a 700-page Request for Proposals for Information Technology and Telecommunications Services.
- Developed a financial model to project in-house County cost of meeting the new IT visions and the Minimum Acceptable Service Levels (MASLs), to

meet the County Charter requirements for Economy and Efficiency.

- Developed a Source Selection Plan, Review and Evaluation Process, and evaluation tools.
- Completed comprehensive risk analysis for IT transformation.

### 1999–2000 Objectives

- Coordinate the activities of specialized consultants and County managers and staff to complete the IT Outsourcing Project.
- Assist the Chief Administrative Officer, the Source Selection Committee, and its Evaluation Teams to complete a thorough review and evaluation of competing IT proposals.
- Assist in negotiating a contract with the Provider who presents the "best value" in information technology and telecommunications for the next seven to ten years.
- Help keep County employees, and especially IT employees, informed concerning the transition.
- Assist with the development of the Chief Technology Office.



County Of San Diego  
Operational Plan Summary By Department

*Information Technology Outsourcing Tiger Team*

STAFFING  
BY PROGRAM

	FISCAL YEAR 1998-1999 ADOPTED BUDGET	FISCAL YEAR 1999-2000 ADOPTED BUDGET	FISCAL YEAR 2000-2001 APPROVED BUDGET
IT Tiger Team	0.00	5.00	0.00
TOTAL	0.00	5.00	0.00

BUDGET  
BY PROGRAM

	FISCAL YEAR 1998-1999 ADOPTED BUDGET	FISCAL YEAR 1998-1999 ADJUSTED ACTUALS	FISCAL YEAR 1999-2000 ADOPTED BUDGET	FISCAL YEAR 2000-2001 APPROVED BUDGET
IT Tiger Team	\$0	\$0	\$707,573	\$0
TOTAL	\$0	\$0	\$707,573	\$0

BUDGET BY  
CATEGORIES OF EXPENDITURES

	FISCAL YEAR 1998-1999 ADOPTED BUDGET	FISCAL YEAR 1998-1999 ADJUSTED ACTUALS	FISCAL YEAR 1999-2000 ADOPTED BUDGET	FISCAL YEAR 2000-2001 APPROVED BUDGET
Salaries & Employee Benefits	\$0	\$0	\$657,573	\$0
Services & Supplies	\$0	\$0	\$50,000	\$0
TOTAL	\$0	\$0	\$707,573	\$0

BUDGET BY  
CATEGORIES OF REVENUES

	FISCAL YEAR 1998-1999 ADOPTED BUDGET	FISCAL YEAR 1998-1999 ADJUSTED ACTUALS	FISCAL YEAR 1999-2000 ADOPTED BUDGET	FISCAL YEAR 2000-2001 APPROVED BUDGET
Fund Balance	\$0	\$0	\$707,573	\$0
General Revenue Allocation	\$0	\$0	\$0	\$0
TOTAL	\$0	\$0	\$707,573	\$0